



COUNTY OF LOS ANGELES PROBATION DEPARTMENT

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JERRY E. POWERS
Chief Probation Officer

April 24, 2012

TO: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

FROM: Jerry E. Powers 
Chief Probation Officer

INFORMATION TECHNOLOGY SUPPORT SERVICES MASTER AGREEMENT (ITSSMA) WORK ORDER 7F-2384 AND 7F-2405 FOR DATA REPOSITORY

This letter is to notify you of our intent to request the Internal Services Department (ISD) to extend ITSSMA Work Order 7F-2384 with the Trinus Corporation and Work Order 7F-2405 with CAPITA Technologies Inc., from August 31, 2012, through August 31, 2013 and add an aggregate amount of \$250,000 (\$125,000 per Work Order) to increase the new maximum aggregate total amount to \$549,000. In accordance with ITSSMA Guidelines, prior Board notice is required for projects and or services that will exceed \$300,000.

BACKGROUND

The Probation Department Information Systems Bureau (ISB) receives numerous requests for data extraction of both adult and juvenile probationer information from a variety of entities (e.g., Probation Department Bureaus, the Los Angeles County Chief Executive Office (CEO), the Los Angeles County Board of Supervisors, etc.). For each request, ISB has to write script/programming, perform a search through the appropriate system and sort the data result for accuracy. The Probation Department also has requirements to maintain reporting systems and facilitate inter-County department data sharing. In support of these demands, the Data Repository will encompass data from key adult and juvenile information systems for trend analysis and reporting to internal and external stakeholders.

The services of the Trinus Corporation were retained via a competitive bid by the Internal Services Department (ISD). The Trinus Corporation was selected as the lowest priced qualified bid at \$82.00 per hour. The services of CAPITA Technologies, Inc. were retained via a competitive bid by ISD. CAPITA Technologies, Inc. was selected as the lowest priced qualified bid at \$110.00 per hour.

SCOPE OF WORK

The Consultants will continue to be responsible for maintaining the day to day development and operations of the Data Repository, as well as facilitating any necessary enhancements in all phases. The process of managing a Data Repository of this size is time consuming, and data requests are generally made with very little notice and have expected minimal turn-around times. Additionally, Consultants will provide ongoing support in developing a consistent review process for how data requests are approved, prioritized and disseminated.

The scope of work includes, but is not limited to, the following:

Phase I – Information Gathering, Design, & Data Mapping

In this phase, the Consultants gained a better understanding of the inner working of Probation, and determined the Data Repository design (using PCMS data to create a Mapping Document as a blueprint for creating the schemas in the next phase). The first ITTSMA contract will support the completion of 70-80% of Phase 1.

- Design and implement reports, framework models and report definitions. Implement analytics for executive management.
- Work with Probation Operations resources to gather and clarify requirements.
- Focus on metrics and trend analysis to highlight Probation business issues and/or support business decisions. Analyze end user requirements and design report mock-ups and specifications. Assist in troubleshooting post-production performance issues with end user report queries. Demonstrate best practices for accessing and analyzing data in a data warehouse, data mart or operational systems to functional and technical users. Automate reports as appropriate. Provide training on reporting tools. Act as internal experts on technical aspects of report writing.

Phase II – Extract Transformation Load (ETL)

Phase II will be initiated when Phase I is approximately 80% complete to evaluate and decide which ETL tools will create the Data Repository. Upon determination, the Data Repository will be built in the development environment. Key issues to consider will be data conversion and accuracy, data extraction triggers (daily, monthly, etc), and performance effects on PCMS during data extraction. The team will also develop a gap analysis and build the first 20 statistical reports for the implementation.

- Develop programs and tools to support system implementation efforts, perform data analysis and comparisons. Use technical knowledge to consult on system options and solutions and coordinate with Probation Department technical resources to extract data from other systems for reporting purposes.
- Identify interface requirements from source systems; create import/export (extract, transfer, and load) solutions; communicate effectively with internal and vendor developers and other technical resources to create interface programs; test interfaces and troubleshoots interfaces issues.

- Support projects with research, analysis, coordination and communication. Work to implement technology solutions with multi-language capabilities.

Phase III – Implementation

Phase III will be completed by Probation or a Board-approved contract, and not through an ITSSMA work order. Probation is expected to back-fill the vacant positions and to receive Principal Programmer Analyst positions funded by AB109 in the next FY. This will enable Probation IT to manage this phase of the project with internal staff. In this phase preliminary testing will be done in the development environment. Once complete, a soft implementation will be performed on the testing environment. When all implementation issues have been resolved, the Data Repository will go live in the production environment. The data repository can also be used to feed data into dashboard and GIS system.

- Provide support to executive management on reporting systems including problem resolution, reporting and business policy and procedure support. Provide documentation and end-user training to ensure the effective utilization of systems. Assist with rollout and communication related to reporting systems and initiatives.
- Test and implement the data model required by the application.
- Provide knowledge transfer to Probation Department development team members.

JUSTIFICATION

Currently, the Probation Department does not have internal resource expertise in the ongoing development and management of the Data Repository. Phase I of the Data Repository was initiated by the Consultants, and there are plans to progress into Phase II and Phase III.

The Probation Department is in the process of back-filling twenty vacant positions. Once the Consultants have completed Phase-II, knowledge of the Data Repository will be transferred to internal staff and Phase III and the remaining operation and maintenance will be managed by internal staff. The knowledge transfer will be accomplished through the amendments requested in this Board notice as well as with Probation staff.

FISCAL IMPACT

The Consultant's hourly rate will remain the same through the Amendment period. The additional funds of \$250,000 combined with the prior amount of \$299,000 create a new total maximum amount of \$549,000 and is included in the Probation Department's Fiscal Year 2011-2012 budget funded by the Title IVE waiver. No new net County costs are being requested for this extension.

The Probation Department ISB will not request any new ITSSMA work orders or additional extensions or increases to the dollar amount for Work Orders 7F-2384 or Work Order 7F-2405.

There is a two-week timeline from the date of this notice for Board review and comment. If none is received, Probation Department ISB will notify ISD to proceed with the Amendment. If there are any questions regarding this matter, please contact Pete Castagna at (562) 940-2869.

c: Chief Executive Officer
Executive Office, Board of Supervisors
Director, Internal Services Department

Reviewed by:


Richard Sanchez
Chief Information Officer

5-8-12
Date